

## Torlundy House Booking Terms:

- Check in is between 4pm and 7pm (16.00hrs and 19.00hrs). We request latest check in by 7pm (19.00hrs) to avoid disturbing other guests. If you require an earlier “luggage drop off” please let us know in advance, we will try to oblige.
- Guests are requested to check out / vacate rooms by 10am to allow time for cleaning ready for your return or the next guest checking in. We do ask that guests go out and enjoy the area between 10am and 4pm to allow us to get on with the work that has to be done preparing for your return and new arrivals. This is our opportunity to make everything right for you and carry out minor maintenance/service work.
- A non-refundable deposit is required for all reservations. This can be paid by providing your credit/debit card details, or alternatively by our secure PaybyLink facility. We will advise you of the amount of deposit required (usually £20.00 per room) when you make your reservation.
- Where no deposit has been paid due to short notice booking, rooms will not be reserved after 5pm (17.00hrs).
- Deposits are non-refundable unless by prior agreement and are then subject to a charge of £5.00 to cover bank / administration charges for the refund.
- We accept payment by cash and most major credit and debit cards including American Express and Diners cards. We are unable to accept American Express, Diners or Discover cards for deposit payments.
- In the unlikely event any guest indulges in behaviour that is considered unacceptable, disruptive, offensive or anti-social to other guests or the owners, or causes deliberate damage to the premises, we reserve the right to terminate the reservation, ask the guest to vacate the premises and pay the balance of their reservation in full immediately together with a charge to cover any damages or deep cleaning. Examples are smoking (including e-cigarettes) in the house, alcohol and drug abuse, offensive language. All we ask is respect that Torlundy House is the home of your hosts and a peaceful place for guests to enjoy their stay.

## Cancellation / failure to check in policy:

Accepting accommodation by telephone, online booking, email or in writing means you have entered into a legally binding contract with us. However, we understand that there may be circumstances when you cannot avoid cancelling your reservation. The sooner you tell us the more we can do to avoid charging you as we can usually re-let cancelled rooms, especially in the high season. If you are unable to occupy a room then we would like someone else to have that opportunity rather than charging you.

- In the event of cancellation for any reason within 7 days of arrival date we will make every effort to re-let your room. If the room remains unoccupied we are entitled to retain any deposit and ask for further payment to the value of your first nights reservation.
- In the event you “fail to check in” or “cancel on the day of check in” we reserve the right to charge your credit / debit card account the full amount of your reservation.
- For your protection and to fulfil your agreement with us we advise that you take out holiday cancellation insurance.